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January 2015 Update](#)

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CLICK ON HERE FOR DIRECTOR OF PUBLIC SOCIAL SERVICES REPORT  
DATED JANUARY 27, 2015



SHERYL L. SPILLER  
Director

PHIL ANSELL  
Chief Deputy

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

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January 27, 2015

TO: Each Supervisor

FROM:

  
Sheryl L. Spiller, Director

SUBJECT: **SUMMARY OF ANNUAL RENEWAL OUTREACH EFFORTS TO MEDI-CAL BENEFICIARIES**

As requested by Supervisor Solis following the quarterly Affordable Care Act (ACA) presentation at the January 6, 2015 Board Meeting, attached is a summary report of my Department's outreach efforts related to the Medi-Cal renewal process.

The attached *Medi-Cal Renewal Summary Report* recaps our outreach efforts to Medi-Cal beneficiaries who were due to renew their Medi-Cal in 2014. It shows the number of renewal packets due and mailed, as well as, the dates when the Reminder Notices and Automated Outbound Calls were made.

The report also indicates the number of Live Calls attempted by staff and the successful contacts. Lastly, it identifies the number and percentage of renewal packets received at the various points in our outreach efforts.

If you have any questions or require additional information, please contact me at (562) 908-8383, or your staff may contact Anjetta Venters-Bowles, Assistant Director, at (562) 908-8655 or via email at [anjettaventers-bowles@dpss.lacounty.gov](mailto:anjettaventers-bowles@dpss.lacounty.gov).

SLS:pa

Attachment

c: Interim Chief Executive Officer  
Acting Executive Officer, Board of Supervisors  
County Counsel

# DPSS 2014 Medi-Cal Renewal Summary Report

January - June 2014		July - September 2014		October - December 2014		January - March 2015		April - September 2015	
Date	Action	Date	Action	Date	Action	Date	Action	Date	Action
07/17/14	53% Packets Rcvd	07/25/14	46% Packets Rcvd	08/19/14	52% Packets Rcvd	09/09/14	40% Packets Rcvd	09/09/14	40% Packets Rcvd
07/18/14	64,508 Reminder Notices Mailed	07/31/14	48% Packets Rcvd	08/20/14	83,027 Reminder Notices Mailed	09/18/14	40% Packets Rcvd	09/18/14	40% Packets Rcvd
07/23/14	82,271 Outbound Calls	08/20/14	76,148 Reminder Notices Mailed	08/26/14	58,866 Outbound Calls	09/19/14	194,007 Reminder Notices Mailed Include May & October	09/19/14	194,007 Reminder Notices Mailed Include May & October
07/25/14	52% Packets Rcvd	08/26/14	102,860 Outbound Calls	08/29/14 to 12/30/14	Live Calls	09/23/14	58,867 Outbound Calls	09/23/14	58,867 Outbound Calls
07/31/14	68% Packets Rcvd	08/29/14 to 11/22/14	Live Calls	Live Call Results	Call Results included in July and September results	09/25/14	48% Packets Rcvd	09/25/14	48% Packets Rcvd
08/2/14 to 09/26/14	Live Calls	Live Call Results	28,486 Attempted 9,873 Successful Contacted	09/09/14	54% Packets Rcvd	09/26/14 to 12/30/14	Live Calls	09/26/14 to 12/30/14	Live Calls
Live Call Results	23,078 Attempted 8,487 Successful Contacts	Live Call Results	56% Packets Rcvd	10/21/14	61% Packets Rcvd	Live Call Results	13,034 Attempted 4,055 Successful Contacts	Live Call Results	13,034 Attempted 4,055 Successful Contacts
08/07/14	70% Packets Rcvd	09/04/14	61% Packets Rcvd	11/25/14	63% Packets Rcvd	09/30/14	63% Packets Rcvd	09/30/14	63% Packets Rcvd
09/25/14	76% Packets Rcvd	10/14/14	63% Packets Rcvd	12/30/14	65% Packets Rcvd	11/05/14	70% Packets Rcvd	11/05/14	70% Packets Rcvd
11/25/14	77% Packets Rcvd	11/25/14	63% Packets Rcvd	12/31/14	Terminations 51,080	12/10/14	71% Packets Rcvd	12/10/14	71% Packets Rcvd
	9,525 ExParte Review General Relief/Calfresh (Includes Jan & July count)	11/30/14	49,147 Terminations		30%	12/30/14	72% Packets Rcvd	12/30/14	72% Packets Rcvd
11/30/14	Terminations 24,601		31%	No packet received but no termination due to exception.	**/w	ExParte Review Included in March & August count	Terminations 37,080	ExParte Review Included in March & August count	Terminations 37,080
No packet received but no termination due to program exception.	**/w	No packet received but no termination due to program exception.	**/w	No packet received but no termination due to program exception.	**/w	No packet received but no termination due to program exception.	24%	No packet received but no termination due to program exception.	24%

\*\*Program exceptions are cases where the beneficiary's age is over 60 or under one year old.